



Department  
Of  
Economic and Community Development  
59 Statehouse Station  
Augusta, Maine 04333

**POLICY STATEMENT #13**

**Subject:**     ***CDBG Program Complaint Policy***

**Revised:**    **04/03**

During the implementation of a CDBG project, the Office of Community Development (OCD) is available to assist the community in completing the project and complying with Federal and state regulations. The CDBG Program awards funds to communities who in turn must create local guidelines to implement their programs. Communities are also responsible for local program administration.

It is the policy of the OCD that each community establishes its own procedure for handling complaints about the implementation of its program. If caught early, most complaints are easily resolved and require minimal action. Because the local program administrator is most familiar with local needs, the guidelines of the community program and its implementation, every attempt should be made to resolve a complaint at the local level. Local community development staff should attempt to resolve complaints by utilizing a policy adopted by the community development program or by the municipality. OCD staff will be happy to provide guidance and advice **but will not resolve local disputes**. The role of the OCD is to ensure that the local procedure has been fairly and appropriately followed, and that it is consistent with Federal and state requirements.

At the time of a complaint, the local community development staff or CDBG administrator should share a copy of the CDBG Guidelines with the complainant. If the community does not have a set of guidelines, the individual could be provided with a copy of the project application to learn more about the project and its goals.

*Local community development staff or the CDBG administrator will use the following complaint process:*

1. Request that all complaints be submitted in writing to the **local** community development office.
  2. The local CDBG program administrator should respond in writing within a specified time frame. If the response is not satisfactory, the complainant should request in writing that the complaint be forwarded to the Chief Executive Officer of the community. The CEO would then respond in writing within a specified time frame.
-

3. If the complainant remains unsatisfied with the local resolution, they may contact the Office of Community Development CDBG Program Manager. The CDBG Program Manager may request that the complainant forward the written complaint and copies of all correspondence pertaining to the complaint to the OCD.

It is the policy of the OCD and the CDBG Program Manager **not to interfere with the decisions reached by a community that is in keeping with the CDBG regulations.** The OCD review will ensure that the process has been fair and consistent with program regulations (local, federal and state). However, the decision of the Program Manager whether in favor of the community, the complainant or a compromise, will be final.